



IFW

PATENTS
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Baggenstoss et al.) Art Unit: **2642**
)
Serial No.: **10/733,137**) Confirmation No. **8268**
)
Filed: **December 11, 2003**)
)
For: **Managing the Selection of**)
Performance Interventions in)
A Contact Center)

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

Robert T. Neufeld
Reg. No. 48,394

King & Spalding LLP
191 Peachtree Street, N.E., 45th Floor
Atlanta, GA 30303
404.572.4600
K&S Docket: 07117.105017 US
3490087

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 24, 2004.

Robert T. Neufeld, Reg. No. 48,394

FORM PTO-609, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*APPLICANT
Baggenstoss et al.SERIAL NO.
10/733,137FILING DATE
December 11, 2003APPLICANT
Baggenstoss et al.GROUP
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.	
AO					

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AP	
AQ	

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.